

Dear FCC: I am a hard of hearing person who uses my voice, but have difficulty hearing over the phone, especially people with poor speech habits and soft voices. CapTel should be a reimbursable relay service for those of us who cannot hear on the phone but can use our voices. This will help hard of hearing people, late deafened and deaf folks keep their jobs and make life bearable for us. The Relay Service is fantastic but typing is too slow for the hearing person on the other line and many times they just hang up or will not answer the phone. I was a microbiologist back the 70's and was placed under so much stress because I was not always able to hear the questions and responses from consumers, government officials, etc. Hearing people get tired of repeating words over and over again. Please allow CapTel to be under the relay system as this will allow 28,000,000 hard of hearing people use the phone again. The bottom line is that people will be able to apply and keep their jobs in the business world because of the CapTel phone. Please do not hesitate to contact me if you wish.

Hermine Willey
Ohio SHHH Coordinator
Ohio Consumer Advisory Committee for Deaf and Hard of Hearing People
Ohio Relay Consumer Committee
Retired Microbiologist from the Ohio Department of Agriculture